

Desk Assistant Job Description

RESPONSIBILITIES:

The Desk Assistant is responsible for good customer service to the residents of the Lofts at 136. The individual filling this position must possess excellent organizational and communication skills. Successful candidates demonstrate a commitment to following the procedures and guidelines of the Lofts at 136, a willingness to accept responsibility, and attention to detail.

The following sections serve as an overview of the responsibilities and expectations of Desk Assistant. These descriptions are by no means exhaustive and are subject to change as the year progresses.

MINIMUM QUALIFICATIONS:

- Full-time student
- Minimum cumulative and semester grade point average of 2.00
- Must live in the Lofts at 136 for the entire duration of employment
- Available to work office hours throughout the week, weekend and RA staff meeting time
- Must be in good disciplinary standing with your university
- Maybe required to arrive prior to the start of classes and stay through and work through Finals Week for both semesters

NECESSARY SKILLS AND ABILITIES

- Good organizational and time management skills
- Confidentiality – understand issues related to handling of sensitive documents and information
- Timeliness & efficient follow-through with tasks and responsibilities, meet deadlines, arrive on time for desk shifts
- Flexibility – display willingness and ability to change plans as the situation demands
- Attention to details and thoroughness with respect to paperwork and projects
- Dependability
- Good written and verbal communication skills – able to keep regular and clear communication with the hall staff, inclusive of their direct supervisor
- Initiative – strive to find solutions and improvements to existing systems and procedures.
- Positive attitude
- Maintain good customer service
- Distribute and forward mail to resident mailboxes
- Answer phones and forward calls appropriately
- Assist and answer student questions
- Check in and out equipment to students
- Other duties as assigned

COMPENSATION

The Desk Assistant will receive compensation of \$7.25 hour for a maximum of 30 hours per week.

To apply please fill out and submit the Student Staff Application and attach your resume and submit them to 136 North Division St., Buffalo, NY 14203 or e-mail to information@136Lofts.com